

## ABSTRACT

Multi-channel processing control device and method that efficiently performs enhanced customer service geared to the channel and service characteristics, and that can be readily modified to suit future expansion. A process request generated at a BC controller client (21) is sent as a queue registration request to a dispatcher (32) of a BC controller server (31) via a queue controller DLL (24). In the event of a queue requiring real-time processing, an event transmission and reception unit (25) of the most appropriate client is notified via a BC-BUS (34). A queue not requiring real-time processing is registered at a queue manager (33), where it is managed.